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Chairman Hilliard
Tennessee Public Utility Commission
502 Deaderick Street
Nashville, TN 37238

RE: Declaration of Force Majeure Event TRA. Docket No.16-00141

Dear Chairman Hilliard:

Pursuant to Section 4.5.2 of AT&T Tennessee's Self Effectuating Enforcement Mechanisms Administration Plan ("SEEM Plan"), AT&T Tennessee hereby declares a force majeure event in connection with various federal, state and local governmental declarations in order to mitigate the threat of the COVID-19 virus.

AT&T has enacted measures to ensure the infrastructure of operational support for our customers remains functional. However, during this unprecedented event, AT&T Tennessee is experiencing ever-changing situations based on the availability of personnel. To that, AT&T Tennessee will provide the effective date of this force majeure declaration by broad categories of Service Quality Measures ("SQMs").

1. AT&T Call Centers have been significantly affected, impacting all SQMs associated with Ordering and Billing effective March 16, 2020.
2. Due to increased and varied network traffic levels and patterns, the Trunk Group Performance SQM is impacted effective March 13, 2020.
3. Due to anticipated availability of personnel versus level of workload, the Provisioning and Maintenance & Repair SQMs will be impacted. AT&T is monitoring the situation daily and the impact varies by geography. AT&T will provide the effective date by wire center as that information becomes evident.

AT&T Tennessee will apprise the Commission periodically on status, providing notification as this force majeure event concludes. Additionally, AT&T will continue to keep CLECs notified via our normal processes.

If you have any questions concerning this matter, please do not hesitate to contact me.

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